



Health & Human Services Gateway Provider Newsletter

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MassHealth for Community Elders

As part of Virtual Gateway release 2.0, the Common Intake application was expanded to include MassHealth for seniors and people needing long-term-care services at home.



It is very important that you **DO NOT** attempt to use the new 65 and over MassHealth Community Elder Virtual Gateway functions until you have:

- Been fully trained by MassHealth training staff *and*
- Received your onsite visit from the MassHealth.



To obtain training, you don't need to do anything. MassHealth staff will contact you shortly. Please be patient – MassHealth won't forget about you!

Tell the CPU When Sending Verifications



To enable MassHealth to efficiently process your applications, it is important to let the staff know when verifications will arrive. The correct response helps the MassHealth Central Processing Unit to process your applications faster. (To ensure your verifications arrive promptly, we strongly recommend faxing them to the CPU.)

When you are entering a Common Intake application for MassHealth, you see this question on the **Submit Application** page:

I (provider) currently or expect to have verifications that I will fax to the CPU within 3 business days of electronic submission of this application.*	Yes No Yes
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- Answer **No** only if you **won't** be sending verifications (or a PSI for someone other than the submitting provider site) that will arrive within 3 business days.
- Answer **Yes** only if you **will** be sending verifications (or a PSI for someone other than the submitting provider site) that will arrive within 3 business days.

When you select No and submit the application, the CPU does **not** wait three business days to receive your verifications. If any verifications are required, MassHealth sends a letter right away to the applicant (with a copy to the PSI designee) requesting the appropriate verifications.

Contact Us

Virtual Gateway Help
Desk

800-421-0938

(TTY: 617-988-3301)

Common Intake Quick Tips

- If you plan to suspend an application so you can work on it later, be sure to *save* the information you have on the page by clicking **Save and Continue** before you click the **Suspend** link.
- When submitting a Common Intake application for individuals with disabilities who are seeking Vocational Rehabilitation Services through the Massachusetts Rehabilitation Commission, be sure to print a copy of the *Vocational Rehabilitation Program Individual Rights* form for the applicant. It displays at the end of the Common Intake process
- When using Common Intake to apply *only* for disability services for a child or an individual, enter their name and address information in the Head of Household area.
- Don't use the ampersand (&) character in data entry fields. Using it may delay processing of the application. Use the word "and" instead.

Save and Continue

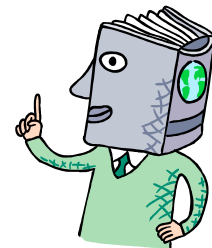
Business Process Guides

We've developed Business Process Reference Guides to help you use Common Intake. These guides are tools for registered providers who submit applications through the Virtual Gateway. The guides serve as quick references for program business processes.

Please follow the links below to access these documents.

[Business Process Reference Guide for Common Intake Release 2.0](#)

- Food Stamps
- Childcare
- Soldiers' Home Chelsea
- Soldiers' Home Holyoke
- Women, Infants and Children Nutrition (WIC)
- Women's Health Network (WHN)
- Department of Mental Retardation Services
- Home Care/Elder Support Services
- Massachusetts Commission for the Blind Services
- Massachusetts Rehabilitation Vocation Rehabilitation Services
- Massachusetts Commission for the Deaf and Hard of Hearing



[Business Process Reference Guide for Health Insurance and Health Assistance Programs](#)

- MassHealth, including CMSP and Healthy Start
- Uncompensated Care Pool (UCP)

As always, the Virtual Gateway Help Desk Staff is also here to assist you.

Virtual Gateway Help Desk

9 AM to 5 PM, Monday – Friday

800-421-0938

617-988-3301 (TTY)